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Bib Data Sheet

CONFIRMATION NO. 2317

<b>SERIAL NUMBER</b> 09/826,121	<b>FILING DATE</b> 04/04/2001 <b>RULE</b>	<b>CLASS</b> 707	<b>GROUP ART UNIT</b> 2171	<b>ATTORNEY DOCKET NO.</b> 075.0001
<b>APPLICANTS</b> Andy Ming Lee, West Covina, CA; Hsyh-Min Hsu, Diamond Bar, CA; Paul Hao, Rowland Heights, CA; Shyh-Tyng Edward Sun, Diamond Bar, CA; Tracy Tseng, Rancho Cucamonga, CA;				
<b>** CONTINUING DATA *****</b> <i>NO</i>				
<b>** FOREIGN APPLICATIONS *****</b> <i>NO</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 05/08/2001</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and <i>Allowance</i> Acknowledged <i>SM</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 22	<b>TOTAL CLAIMS</b> 42
		<b>INDEPENDENT CLAIMS</b> 3		
<b>ADDRESS</b> Richard K. Yoon <del>KONRAD RAYNES &amp; VICTOR LLP</del> Suite 210 315 S. Beverly Drive Beverly Hills, CA 90212 <i>Jace Lee, Esq.</i> <i>Alorica Inc.</i> <i>14726 Ramona Avenue</i> <i>3rd Floor</i> <i>Chino, CA 91791</i>				
<b>TITLE</b> Method, system, and program for customer service and support management				
<b>FILING FEE RECEIVED</b> 1106	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	